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## Mortgage Processing Company Boosts Productivity and Saves Money with Kyocera

**THE SITUATION** – Mortgage processing involves an extensive amount of documentation and requires timely and accurate packaging of all loans. Without the ability to scan documents efficiently, processing can become bottlenecked and delay closings. Such was the case with a mortgage processing company with a corporate office and several branch offices in the Midwest. The company was at the end of their lease, and they were seeking cost-effective and more efficient replacements for their multifunction printers and scanning solutions.

**THE CHALLENGE & THE SOLUTION** – The mortgage company was using five dedicated workstations for scanning to allow end users to scan mortgage documents to their central file storage. This configuration proved inefficient, as it required the independent management of five workstations on the network to support the application. In addition, the workstations were running Windows XP, which is no longer supported by Microsoft. To complicate matters, scanning from the remote locations to central servers had been problematic as the client's VPN connections were unreliable.

The dealer recommended DMConnect to mimic the client's existing workflow and to configure and control all licensed devices from one central server versus distributed management for five separate workstations. Essentially, DMConnect could provide all current client functions while also improving the process for the end user and simplifying management for IT. To address the challenges of scanning to the central office over unreliable VPN, the dealer also recommended that PinPoint Scan be used as a backup to enable scanning to local resources when the VPN was down.

**THE RESULTS** – The dealer implemented a comprehensive solution that included Kyocera MFPs, each with DMConnect and PinPoint Scan. This helped address the challenge of five separate scanning workstations and unreliable VPN connections.

**THE BENEFITS** – With DMConnect and PinPoint Scan in place, the client was able to scan directly from their Kyocera MFPs using DMConnect without the need for additional equipment. As a result, the client now benefits from a scanning solution that's easier to use and manage, and also avoids processing delays.

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